

**FINAL INSPECTION REPORT**  
**Under the *Retirement Homes Act, 2010***

Inspection Information	
<b>Date of Inspection:</b> May 6, 2014	<b>Name of Inspector:</b> Janet Evans
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Amica Mature Lifestyles Inc./Style de Vie Amica Inc. / 1111 Melville Street, 10th Floor, Vancouver, ON V6E 3V6 (the "Licensee")	
<b>Retirement Home:</b> Amica of Thornhill / 546 Steeles Avenue W., Vaughan, ON L4J 1A2 (the "home")	
<b>Licence Number:</b> T0149	

Purpose of Inspection
The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p style="margin-left: 40px;"><b>s. 23. (1)</b> Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p> <p style="margin-left: 80px;">(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;</p> <p style="margin-left: 40px;">(2) The licensee shall ensure that all staff who provide care services to residents are advised at the beginning of every shift of each resident whose behaviours require heightened monitoring because those behaviours pose a risk to the resident or others in the home.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee had written policies in place related to behaviour management. The Licensee did not ensure that resident reassessments, care plan revisions and behaviour logs were documented and that behavioural strategies were communicated with staff.</p>
<p><b>Outcome</b></p> <p>Corrective action taken.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p style="margin-left: 40px;"><b>s. 67. (4)</b> Without in any way restricting the generality of the duties described in subsections (1) and (2),</p>

the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.

**Inspection Finding**

The Licensee failed to notify the police related to a physical altercation between two residents.

**Outcome**

Corrective action taken.

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.**

Specifically, the Licensee failed to comply with the following subsection:

- s. 65. (2)** Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,
- (b) the licensee’s policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents.
- (5) The licensee shall ensure that all staff who provide care services to residents receive training in the following matters and at the times required by the regulations, as a condition of continuing to have contact with residents, in addition to the other training that they are required to receive under this section:
- 3. Behaviour management.

**Inspection Finding**

The Licensee was unable to show 100% compliance with completion of training as listed above at the time of the inspection.

**Outcome**


Corrective action required.

**NOTICE**

The Final Inspection Report is being provided to the Licensee, the Registrar of the Retirement Homes Regulatory Authority (the "RHRA") and the home's Residents' Council, if any.

Section 55 of the RHA requires that the Final Inspection Report be posted in the home in a conspicuous and easily accessible location. In addition, the Licensee must ensure that copies of every Final Inspection Report from the previous two (2) years are made available in the Home, in an easily accessible location.

The Registrar's copy of the Final Inspection Report, as it appears here, will be included on the RHRA Public Register, available online at <http://rhra.ca/en/register/>.

Signature of Inspector 	Date July 8, 2014
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